

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Docket No. ILLINOIS
COMMERCE COMMISSION

ORIGINAL

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CHIEF CLERK'S OFFICE

01-0389

International Telcom, LTD
Application for a certificate of
local authority to operate as a
facilities based carrier and reseller
of telecommunications services
within the State of Illinois.

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**

GENERAL

1. Applicant's Name (including d/b/a, if any)

FEIN # 91-1579975

International Telcom, LTD.

Address: 417 2nd W.
Seattle, WA 98119-4012

2. Authority Requested: (Mark all that apply) ☐ 13-403 Facilities Based Interexchange

☒ 13-404 Resale of Local and/or Interexchange

☒ 13-405 Facilities Based Local

3. Request for waivers/variances: In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

☒ Part 710 Uniform System of Accounts for Telecommunications Carriers

☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Local Exchange Telecommunications Carriers in the State of Illinois

☒ Section 735.180 Directories

☐ Other

The Applicant requests a waiver for 83 Administrative Code Part 710 because the Applicant follows the Generally Accepted Accounting Principles. The Applicant requests a waiver for Part 735.180 because Applicant will use dominant carrier's directories.

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:
- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
 - (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
 - (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
 - (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.
5. In what area of the state does the Applicant propose to provide service?
The Applicant will provide services to customers in the areas currently served by the Incumbent Local Exchange Carriers in the Verizon and SBC/Ameritech exchanges.
6. Please attach a sheet designating contact persons to work with Staff on the following:
Please refer to Exhibit 1 - Contact Information
- a) issues related to processing this application
 - b) consumer issues
 - c) customer complaint resolution
 - d) technical and service quality issues
 - e) "tariff" and pricing issues
 - f) 9-1-1 issues
 - g) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

7. Please check type of organization?

☐ Individual ☒ Corporation
☐ Partnership Date corporation was formed **January 12, 1993**
In what state? **Delaware**
☐ Other (Specify)

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.
Please refer to Exhibit 2 - Copy of Article of Incorporation
Please refer to Exhibit 3 - Copy of Certificate of Authority to Transact Business in Illinois.
9. List jurisdictions in which Applicant is offering service(s). **New York, Oregon, Puerto Rico and Washington**
10. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name? ☐ YES ☒ NO
11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction? **NO**
12. Has Applicant provided service under any other name? ☐ YES ☒ NO
13. Will the Applicant keep its books and records in Illinois? ☐ YES ☒ NO
If NO, permission pursuant to 83 Ill. Adm Code Part 250 needs to be requested.

The Applicant respectfully requests permission to keep its books and records at its primary business location of 417 2nd W. Seattle, Washington 98119-4012, as allowed by 83 Adm Code Part 250.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Please refer to Exhibit 4 – Managerial Profile

15. List officers of Applicant.

Joel Eisenberg, President

Mike Wells, Treasurer

Yvette Melendez, Corporate Secretary

16. Does any officer of Applicant have an ownership or other interest in any other entity, which has provided or is currently providing telecommunications services? ☒ YES ☐ NO
American Telesis Inc., provides call re-origination services; Maxtel Inc., provides wholesale private line services.

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

Customers will be billed directly by the Applicant. Each monthly bill will contain Applicant's customer service number and address, customer's name, customer's phone number, customer's address, services and rates provided, and the payment due date.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

For 24-hour service or repair questions and concerns, the toll free customer service number of 1-800-959-5225 will be included on each billing statement. For possible billing errors, customers are allowed 30 days after each statement posting date to notify Carrier of calls believed to be incorrectly charged to Customer's account. Credit for such calls, if allowed, will be made on the statement posted not later than 60 days after receipt by Carrier if such notification. Customers claiming not to be responsible for more than five calls on any one statement may be required to accept a number change. International Telecom, LTD will respond to customer questions and concerns in an expedited manner. If problems persist and if there is a dispute between International Telecom, LTD and the customer, International Telecom, LTD will encourage the customer to contact the Illinois Commerce Commission for dispute resolution assistance.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing? ☒ YES ☐ NO

20. What telephone number(s) would a customer use to contact your company? **1-800-959-5225**

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act? ☒ YES ☐ NO

22. Please describe applicant's procedures to prevent slamming and cramming of customers?

International Telecom, LTD will comply with all Illinois and Federal Communications Commission's (FCC's) regulations regarding how interexchange carriers may change a consumer's Primary Interchange Carrier ("PIC"). Applicant will also comply with the FCC's applicable carrier change regulations.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 735, 755, 756, 757, 770, and 772? ☒ YES ☐ NO

With the exception of Administrative Code Parts 710 and 735.180, which are excluded by requested waiver and as discussed above.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois? ☒ YES ☐ NO

FINANCIAL

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. **Please refer to Exhibit 5 - Financial Fitness Report**

TECHNICAL

26. Does Applicant utilize its own equipment and/or facilities? ☒ YES ☐ NO

If YES, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

International Telecom, LTD's network consists of Class 5 end offices switches, deployed in co-location settings with other carriers, or in leased facilities meeting federal, state and local legal and environmental requirements. It will include facilities to provide switching, routing, transmission, network management and associated support systems, including backup power sources. Administrative offices may be incorporated in the facility housing each switch or nearby. Each switch location will be equipped with backup power sources and air conditioning systems and will be sited in a facility meeting all applicable building code requirements. Local distribution links will be installed using industry standard transmission media carried above or under the ground, on public or private property.

International Telecom, LTD has NORTEL DMS-250-switches established in New York City, Seattle, Washington, Los Angeles, California and San Juan, Puerto Rico which permit ISDN/Basic Rate Interface and Centrex services. International Telecom, LTD's network includes dozens of DS3 connections and thousands of T1 connections.

International Telecom, LTD has a qualified managerial staff that has numerous years of experience. It has the technical resources and expertise to provide quality local service. Its technical staff has over ten years of experience in the intra-/inter-exchange business. Currently, this staff oversees the operation of 10,000,000 minutes of traffic per month in the State of Washington and 30,000,000 minutes of traffic per month of Interexchange and wholesale traffic. International Telecom, LTD has a staff of 100+ able to handle any contingency 24 hours per day in 30+ languages. Our current customer base is in excess of 700,000 in 225 countries.

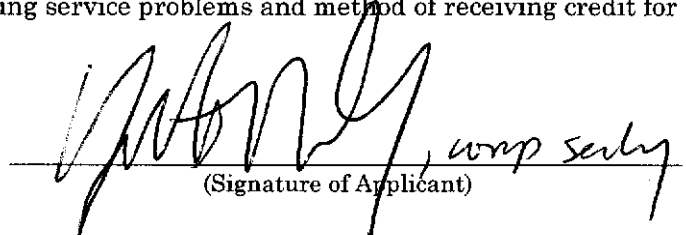
27. Please describe the nature of service to be provided (e.g., operator services, Internet, debit cards, long distance service, data services, local service, prepaid local service).

International Telcom, LTD is currently providing interexchange services as authorized by the Illinois Commerce Commission approved in Docket No. 97-0289/File No. 5939-694-3. Applicant seeks to provide Local Exchange and Resale services, which will include, but will not be limited to the following:

- Local exchange access services to single-line and multi-line residential and business customers (including basic access lines, direct inward/outward PBX trunk service, Centrex services and ISDN);
- Local exchange usage services to customers of common carriers on an equal access basis.
- 911 and enhanced 911 emergency services, directory assistance and operator assisted calling, dual party relay services, and other miscellaneous services currently provided by Verizon and SBC/Ameritech.
- Digital data services provided at transmission rates of 56 and 64kbps, and voice grade services, which will be compatible with either 2-wire ground start and loop start equipment or 4-wire E/M signaling equipment.

28. Will technical personnel be available at all times to assist customers with service problems? ☒ YES ☐ NO

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to: (a) touch dialing; (b) access to 9-1-1 and "0" operator dialing without use of a coin; (c) rules governing use of payphones by disabled persons; (d) ability to complete local and long-distance calls; (e) unlimited duration for local calls; and (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls? ☒ YES ☐ NO


(Signature of Applicant)

VERIFICATION

This application shall be verified under oath.

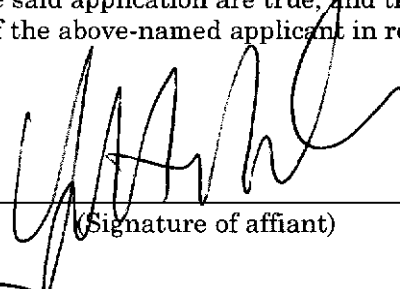
OATH

State of Washington)
County of King)ss

Yvette Melendez makes oath and says that she is Corporate Secretary
(Insert here the name of affiant) (Insert the official title of the affiant)

of International Telcom, LTD.
(Insert here the exact legal title or name of the Applicant)

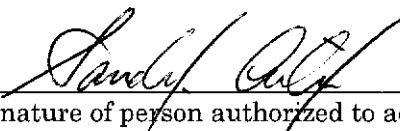
that she has examined the foregoing application and that to the best of her knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.


(Signature of affiant)

Subscribed and sworn to before me, a Notary Public
(Title of person authorized to administer oaths)

in the State and County above named, this 28 day of March, 2001.




(Signature of person authorized to administer oath)